



The CommLaw Group

HELEIN & MARASHLIAN, LLC
1420 Spring Hill Road, Suite 205
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January 6, 2010

IMPORTANT NOTICE REGARDING COMPLIANCE & REPORTING

Public Service Commission of SC
Docketing Department
Post Office Drawer 11649
Columbia, South Carolina 29211

RE: UCN, Inc., d/b/a inContact, Inc.
Authorized Utility Representative Form For Telecommunications Carriers
For the Period Ended December 31, 2009

To Whom It May Concern:

Enclosed please find the South Carolina Authorized Utility Representative Form For Telecommunications Carriers for the Period Ended December 31, 2009, filed on behalf of UCN, Inc., d/b/a inContact, Inc. UCN currently provides only resold long distance service in the state of South Carolina.

Please contact Meghan Ruwet at (303) 663-0102 or mtr@commlawgroup.com with any questions concerning this filing. Thank you for your assistance in this matter.

Sincerely,

Meghan Ruwet
The Compliance Group
Manager
Telephone: (303) 663-0102
Email: mtr@commlawgroup.com
Website: www.CommLawGroup.com

RECEIVED

JAN 26 2010

PSC SC
DOCKETING DEPT.

AUTHORIZED UTILITY REPRESENTATIVE FORM FOR TELECOMMUNICATIONS CARRIERS

TYPE: ☒ IXC

☒ CLEC

☐ ILEC

☐ Wireless

CERTIFICATED COMPANY INFORMATION

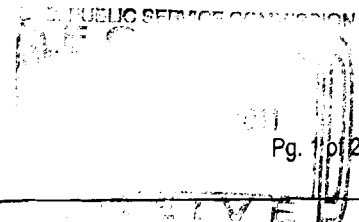
UCN, Inc.	
Company Name	F. L. W. SON
inContact, Inc.	(866) 541-0000
Dbal/fka	Telephone #
7730 South Union Park Avenue, Suite 500	
Mailing Address	
Midvale, UT 84047	
City, State, Zip Code	
7730 South Union Park Avenue, Suite 500	
Business Location	
Midvale, UT 84047	Salt Lake
City, State, Zip Code	County

REGISTERED AGENT INFORMATION

Registered Agent:	National Registered Agents, Inc.
Mailing Address:	2 Office Park Court, Suite 103
	Columbia, SC 29223
City, State, Zip Code	

Pursuant to the Commission's rules and regulations, print or type company contact for the following areas:

- Kimm Partridge (address as above)
- A. **General Manager** (Include Address if different than above)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
 Telephone Number / Facsimile Number / E-mail Address
- Kimm Partridge (address as above)
- B. **Customer Relations/Complaints Representative** (Include Address if different than above)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
 Telephone Number / Facsimile Number / E-mail Address
- Kimm Partridge (address as above)
- C1. **Customer Relations/Complaints Representative for Escalated Complaints** (Include Address if different than above)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
 Telephone Number / Facsimile Number / E-mail Address
800-669-3319
- C2. **Customer Contact** (Toll Free Number)
- Kimm Partridge (address as above)
- D. **Engineering Operations** (Include Address if different than above)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
 Telephone Number / Facsimile Number / E-mail Address



- E. **Test and Repair** (Include Address if different than above)
Kimm Partridge (address as above)
Telephone Number / Facsimile Number / E-mail Address
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
- F. **Emergencies** (During Non-Office Hours)
/ /
Telephone Number / Facsimile Number / E-mail Address

In addition, please provide the following company contact information to assist in proper routing of correspondence and invoices:

- G. **Regulatory Officer** (Include Address if different than above)
Kimm Partridge (address as above)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address
Kimm Partridge (address as above)
- H. **Dual Party Mailings** (Name)
7730 South Union Park Avenue, Suite 500, Midvale, UT 84047
(Mailing Address)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address
Kimm Partridge (address as above)
- I. **Interim LEC Fund Mailings** (Name)
(Mailing Address)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address
7730 South Union Park Avenue, Suite 500, Midvale, UT 84047
- J. **Universal Service Fund Mailings** (Name)
(Mailing Address)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address
Kimm Partridge (address as above)
- K. **Gross Receipts Mailings** (Name)
7730 South Union Park Avenue, Suite 500, Midvale, UT 84047
(Mailing Address)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address

Kimm Partridge
This form was completed by
Corporate Secretary

K E Partridge
Signature

1-11-10
Date

RETURN COMPLETED FORM TO:

Public Service Commission of SC
Docketing Department
Post Office Drawer 11649
Columbia, South Carolina 29211
And
Office of Regulatory Staff
Attn: Jeanne Gordon
1401 Main Street, Suite 900
Columbia, South Carolina 29201